

Management Evaluation Checklist: Program Access

The State is mandated by the US Department of Agriculture (USDA), Food and Nutrition Service (FNS) to conduct Management Evaluation (ME) reviews. The ME reviews assess the county administration of the CalFresh (CF) program.

Name of County: _____

Name/Location of District Office: _____

Date of Observation: _____

	Regulation(s)	Yes	No	N/A	Comments
Lobby					
Applications Readily Accessible	MPP 63-300.34				
ES Verbal Informing	MPP 63-301.521				
Methods to Apply	MPP 63-300.3				
Confidentiality maintained	MPP 63-300.4				
Minimum Information to Accept Application	MPP 63-300.32				
List of Emergency Food Providers	MPP 63-201.42				
Info on Local Legal Services	MPP 63-201.43				
Bilingual Staffing, Certification and Program Info	MPP 63-202.21				
Application Processing					
County Prescreening Form	MPP 63-300.21				
Offering Telephone Interviews	ACL 17-80				
Incomplete Applications accepted	MPP 63-300.32				
Duplicative Documents	7 CFR 273.5(a) (1)				
All Applications Screened for ES	ACL 12-74				
Household provided the CF 285 (NA)	ACL 15-84				
Household provided the CF 37 (NA) RRR	ACL 15-84				
Date of Application maintained	MPP 63-300.33				
Single Signature	ACL 15-84				
Appointment Provided	MPP 63-300.46				
Intake/Recertification Interviews					
Household informed of their Rights and Responsibilities	MPP 63-300.4				
Household informed of their SAR 7 Responsibilities:					
• SAR 7 Verbal Explanation	MPP 63-300.411				
• SAR 7 Written Explanation	MPP 63-300.411				
• Provided a Copy of SAR 7	MPP 63-300.412				
• Provided a Telephone Number to call for Assistance	MPP 63-300.414				

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Intake/Recertification Interviews (cont)					
Voter's Preference and Registration:					
• Provided Voter Preference Form	ACIN I-04-13				
• Provided Voter Registration Card	ACIN I-04-13				
Household made to feel at ease	MPP 63-300.4				
Interview conducted in HHs primary language	MPP 21-115 & .15				
ES Properly processed	MPP 63-301.522				
Case file contains sufficient narration/documentation	MPP 63-300.5(j)				
CW 2200 is utilized for requesting verif's and HH provided 10-days	ACL 14-26				
NOMI provided to HH	MPP 63-300.46				
Timely and Proper NOA	MPP 63-504.2				
Application processed timely (approval/denial)	MPP 63-504.6				
Benefit Issuance					
Benefits issued in 3-days (ES)	MPP 63-301.531				
If after the 15 th , were benefits issued for following month?	ACL 08-39				
Benefits issued in 30-days (Regular)	MPP 63-301.1				
Mystery Calls					
CWD offered to mail CF Application	MPP 63-300.34				
Verbally informed of ES	MPP 63-301.521				
Office Closure Procedures					
Drop Box	ACL 04-55				
Applications Available	ACL 04-55				
Hours Posted	ACL 04-55				
Public/Household/Customer Interviews					
Why did you come into the office today?					
Were you provided/informed of all Methods to Apply?					
Were you informed of Expedited Services?					
Were you provided with the option of a Telephone Interview?					
How long was your wait time?					